

## **Airports Authority of India**

### **Press Release**

#### **Four AAI Airports amongst the Best in the World**

New Delhi, 06<sup>th</sup> March, 2019: The unrelenting pursuit for excellence in concert with conviction for providing world-class airports by AAI has been acknowledged with Four AAI airports getting the top honours in the recently announced ASQ awards. The airports viz. Ahmedabad, Bhubaneswar, Chandigarh and Indore won nine awards in different categories.

Airport Service Quality (ASQ) survey is the world-renowned and internationally established global benchmarking programme measuring passengers' satisfaction, whilst they travel through an airport, conducted by the Airports Council International (ACI), (a global non-profit organization of Airport Operators). ASQ Awards recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers.

ACI is an independent agency that carries out international bench marking of airports through its participative program known as Airport Service Quality (ASQ) Survey measuring passengers' satisfaction across 37 key performance indicators that includes 8 major categories such as access, check-in, security, airport facilities, food & beverage, retail, airport environment and arrival services.

In the year 2018, ACI-ASQ survey was carried out at around 346 airports across North America, Latin America and Caribbean, Europe, Middle East and Asia. The ASQ survey results are monitored by AERA, NITI Aayog and MoCA.

The ASQ programme provides the research tools and management information to better understand passengers' views and what they want from an airport's from the products and services standpoint.

ACI has introduced 03 new categories for ASQ awards viz. Best Airport by Environment and Ambience, Best Customer Service by size and Best Infrastructure and Facilitation by size

Based on the results of ASQ survey, awards won by AAI airports are detailed below:

#### **1. Best Airport by size and Region:**

Bhubaneswar, Chandigarh and Indore Airports	2-5 million passengers per year in Asia-Pacific
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**2. Best Airport by Environment and Ambience by size:**

Chandigarh	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

**3. Best Customer Service by size:**

Indore Airport	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

**4. Best Infrastructure and Facilitation by size:**

Indore Airport	2-5 million passengers per year
Ahmedabad Airport	5-15 million passengers per year

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